Health Information Technology
COURSE OUTLINE - UC

DESCRIPTION:

Health Information Technology introduces Health Information Management (HIM) and its role in healthcare delivery systems. Students will learn the unique aspects of medical records, filing systems, and how to transfer, release, purge, store, retrieve, and destroy records and files. Topics include standards, regulations and initiatives; healthcare providers and disciplines; computerized insurance billing and coding and electronic health records (EHRs). This course also covers the latest in computer technologies to access, manage and share patient health information (PHI). Confidentiality, ethics and employment readiness skills will also be addressed. Upon completion, students should be able to demonstrate an understanding of health information management and healthcare organizations, professions and trends

INFORMATION:

PRE-REQUISITE:	Medical Terminology and Medical Administrative Assistant – Front Office
LENGTH:	One Year
SECTOR:	Health Science and Medical Terminology
PATHWAY:	Healthcare Administrative Services
ARTICULATED:	No
UC A-G APPROVAL:	Yes: College-Preparatory Elective (G) – Interdisciplinary Requirement

O*NET SOC CODES:

29-2071.00	Medical Records and Health Information Technicians

Orientation

    A.   Introduce the course and facilities.
    B.   Discuss the syllabus and major objectives.
    C.   Explain applicable classroom management procedures, the ROP Student Rules of Conduct, and any operational guidelines.
    D.   Review instructor/student expectations.
    E.   Explain enrollment and attendance requirements and procedures.
    F.   Review grading and student evaluation procedures.
    G.   Discuss the community classroom aspect of the program if applicable.
    H.   Discuss the "next steps" related to additional education, training, and employment.
    I.   Review classroom safety, emergency and disaster procedures.

1. Communication Skills

    A.   Demonstrate positive verbal communication skills using appropriate vocabulary, demeanor, and vocal tone in the classroom and/or worksite.
    B.   Read and interpret written information and directions.
    C.   Practice various forms of written communication appropriate to the occupation.
    D.   Practice positive body language skills.
    E.   Practice professional verbal skills for resolving a conflict.
    F.   Demonstrate active listening skills including techniques for checking for understanding, and for obtaining clarification of directions.

2. Interpersonal Skills

    A.   Demonstrate positive teamwork skills by contributing to a group effort.
    B.   Practice the importance of diversity awareness and sensitivity in the workplace.
    C.   Define sexual harassment in the workplace and identify the employee's role and responsibility.
    D.   Practice participation skills.
    E.   Identify different personality types and strategies for working effectively with each type.
    F.   Practice business and social etiquette skills appropriate to the occupation.
    G.   Discuss the role of business and personal ethics in the decision-making process.
    H.   Evaluate various job-related scenarios and justify decisions based on ethics.
    I.   Demonstrate flexibility and adaptability in working with others.
    J.   Demonstrate the use of time management skills.

3. Employability Skills

A. Demonstrate appropriate attendance and punctuality practices for the classroom and worksite if applicable.
B. Prepare a resume, cover letter, and job application forms.
C. Demonstrate interviewing techniques using appropriate tone and body language.
D. Demonstrate appropriate dress and grooming standards in seeking employment and for the workplace.
E. Identify strategies for employment retention.
F. Analyze the impact of social networking on employability.
G. Identify the need for continuing education, professional development, and professional growth in chosen field.
H. Identify appropriate procedures for leaving a job.
I. Identify sources of job information, including electronic sources.
J. Review company policies and current trends in employee compatibility screening, drug screening, and background checks.

4. Leadership

A. Define leadership and identify the responsibilities, competencies, and behaviors of successful leaders.
B. Work with peers to promote divergent and creative perspectives.
C. Demonstrate how to organize and structure work, individually and in teams, for effective performance and the attainment of goals.
D. Explain multiple approaches to conflict resolution and their appropriateness for a variety of situations in the workplace.
E. Employ ethical behaviors and actions that positively influence others.
F. Use a variety of means to positively impact the direction and actions of a team or organization.
G. Analyze the short-term and long-term effects a leader's actions and attitudes can have on productivity, morale, and organizational culture.

5. Personal and Occupational Safety

A. Demonstrate procedures to be followed in the case of emergencies.
B. Discuss ways to report a potential safety hazard to a supervisor.
C. Identify and discuss cyber ethics, cyber safety, and cyber security.
D. Describe three levels of medical asepsis.
E. Apply personal safety practices to and from the job.
F. Describe the procedure for reporting a work-related hazard or injury.
G. Recognize the effects of substance abuse in the workplace.
H. Explain importance of CAL-OSHA.
I. Define and discuss ergonomics and proper body mechanics in relationship to working conditions.
J. Describe the methods of Universal Precautions/Standards that prevent the spread of microorganisms.
K. Demonstrate proper hand washing and gloving techniques.

6. Fundamentals of HIT

A. Identify the role and responsibilities of the Health Information Technician (HIT) or Medical Records Technician.
B. Identify skills transferable to related occupations.
C. Describe types of patient records, including documentation issues associated with each.
D. Describe healthcare informatics and how it relates to the medical office setting.
E. Explain and apply health data management.
F. Apply health statistics where necessary.
G. Identify healthcare delivery systems and facilities.
H. Define quality management and describe its purposes.
I. Research the impact of technology on medical research, education and patient care.
J. Differentiate the roles of various providers and disciplines throughout healthcare and review their information needs.
K. Define and provide examples of licensures, regulations, and accreditation.

7. Principles of Disease

A. Accurately use medical terms in various diagnostic and clinical reports and documents.
B. Analyze, define, spell, and pronounce words related to clinical procedures associated with surgical procedures and laboratory tests.
C. Define terms associated with basic medical terminology.
D. Identify the human body systems and their major components and function.
E. List common disease terms.
F. Identify major categories of human disease.
G. List the most common diagnostic tests and procedures.
H. Define the terms associated with basic pharmacology.
I. List the most common genetic disorders.

8. Health Data Systems and Standards

A. Explain how to interpret, collect and maintain health data.
B. Describe how to perform a medical/patient record audit.
C. Create mockup health records that contain patient diagnosis and procedures, reflects progress, clinical findings and discharge status.
D. Apply clinical vocabularies and terminologies used in organization's health information systems.
E. Evaluate the accuracy and completeness of the patient record as defined by healthcare organizational policy, external regulations and standards.
F. Evaluate compliance findings according to healthcare organizational policy.
G. Describe how to protect data integrity and validity using software or hardware technology.
H. Use database report generation software, and present and discuss the data.

9. Ethical and Legal Issues in Informatics

A. List the ethical principles of the American Health Information Management Code of Ethics.
B. Discuss the regulations defined in HIPAA, as well as state laws related to confidentiality.
C. Define the Confidentiality of the Medical Information Act.
D. Discuss the patient arbitration agreement and its legal implications.
E. Identify the various sections of the Principles of Medical Ethics issued by the American Medical Association (AMA).
F. Discuss the violation of ethical standards and unethical behavior.
G. Identify various forms of privileged communication and causes for the breach of confidentiality.
H. Recreate forms to be inclusive of the Health Insurance Portability and Accountability Act (HIPAA).
I. Compare issues of paper-based and electronic health records related to confidentiality and data security.
J. Recognize and describe how to report privacy issues/problems.

10. Release of Information

A. Summarize the confidentiality restrictions on the release of HIV test results.
B. Identify legal requirements for valid authorization for release of information.
C. Demonstrate how to report privacy issues/problems.
D. Identify requirements to be included in documentation for disclosures of patient records.
E. Summarize confidentiality restrictions regarding release of records for deceased patients.
F. Identify rules for release of information under HIPAA for family members, providers, agencies, and various parties.

11. Electronic Health/Medical Records

A. Define electronic health records.
B. Describe the criteria for the Electronic Health Record (EHR).
C. Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.
D. Demonstrate the ability to use common software applications such as spreadsheets, databases, word processing, graphics, presentation, and e-mail in the execution of work processes.
E. Demonstrate proper opening and closing of computer records and programs to avoid corruption of files and breach of confidentiality.
F. List the appropriate electronic or imaging technology for data/record storage.
G. Describe how to maintain archival and retrieval systems for patient information stored in multiple formats.
H. Utilize online resources to retrieve information for office research.
I. Discuss the role of artificial intelligence in electronic health/medical records.

12. Introduction to Medical Billing and Coding

A. Demonstrate completion of a paper and electronic medical insurance claim form.
B. Accurately code medical procedures and diagnoses using CPT, HCPCS, ICD-10 manuals.
C. Differentiate between Managed Health Care, Health Maintenance Organization (HMO), Preferred Provider Organization (PPO), Independent Physicians Association (IPO), private insurance, Medi-Cal/Medicare, state disability and Worker's Compensation.
D. Identify reliable resources of information on the Affordable Care Act (ACA) and Covered California.
E. Investigate discrepancies between coded data and supporting documentation.
F. Describe federal, state and local guidelines relative to reimbursement by appropriate utilization of coding and billing procedures.
G. Explain documentation of diagnosis, tests, and treatment modalities to apply coding principles.
H. Interpret heath record documentation and justification for codes.
I. Determine when additional clinical information is needed for code assignment.
J. Describe how to consult with physicians and other healthcare providers to obtain further clinical information to assist code assignment.

13. Certificates and Reporting

A. Identify required information for death certificates.
B. Identify required information for birth certificates.
C. Describe the process for reporting fetal deaths.
D. Explain the responsibility of the Health Information/Medical Records Department in ensuring proper mandatory reporting.

14. Reimbursement

A. Describe the billing process and procedures.
B. Describe healthcare reimbursement systems.
C. Identify healthcare reimbursement methodologies based on patient type.
D. Explain the Medicare prospective payment systems.
E. Describe the processing of a reimbursement claim.
F. Utilize electronic applications to support clinical classification and coding.

Key Assignments

Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
1. Students will participate in mock interviews that represent current industry practices (e.g., skills demonstrations, resumes, applications, portfolios, personal websites, etc.).	1A, B, D 3B, C, D, I, J 11H	2 3 10	2 3		LS 11-12.6 SLS 11-12.2
2. Students will identify and define terminologies and vocabularies related to medical billing, coding and patient care. The students will implement these terms in a mock clinic lab simulation, and electronic health record application.	1A, B, C, F 7A, B, C, E 8D	1 2 4 11	2 4 5 10	B2.0 B5.0 C12.0 C15.0	RLST 11.12.4
3. In teams, students will research a professional health care organization. Students will present to class how this organization benefits the licensure, professional development, and continuing education of the Health Information Technician (HIT) profession.	1A 2A, D, I 6A, B, D 8F 11H	2 4 9 11	2 4 10	B2.0 B5.0 C12.0	LS 11-12.6 RLST 11.12.4 WS 11-12.6
4. Students will research and write a two-page essay on the common HIT third-party reimbursement (Medi-Cal TAR, Medicare and Universal claim forms), and coding applications that support health care systems, and describe how they have evolved over time.	1B, C 6D, E, J, K 8A, G 11A, H 12B, C, E, I, J	2 4 11	2 4 5 10	B2.0 C12.0	LS 11-12.6 RLST 11.12.4
5. Students will examine the primary obligation of the Health Information Technician profession. Using case studies, present to class the ethical approach to protecting the privacy of patient health information, and confidential communication.	1A, D, E, F 2A, D 8G 9F-J 10B-E	2 4 11	2 4 8 10	B2.0 B5.0 C12.0 C13.0	LS 11-12.6 RLST 11.12.4 WS 11-12.7

Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
6. Students will explain what medical data is, and how is it collected in healthcare. Students will practice inputting patient data into a One Touch electronic record platform.	1C 2B, C 8A 11H 12A, I 13D	2 4 11	2 4 5 10	B2.0 B5.0 C12.0	LS 11-12.6 RLST 11.12.4 WS 11-12.7
7. In a mock clinic lab setting using a One Touch electronic record platform, students will identify and apply accurate, complete, and consistent coding practices (CPT, HCPCS and ICD-10) including patient appointments, profiling, examination recording, third-party billing, and e-prescribing for high quality healthcare data.	1A-C, F 2A, D, I, J 7A-C, F, H 11H 12A-C, G-J 13D	2 5 4 9 11	2 4 5 10	B5.0 C12.0 C13.0 C15.0	LS 11-12.6 RLST 11.12.4
8. Students will research and electronically present via One Touch web portal, the ethical and legal way of assessing technology, and electronic health record (EHR) applications, including the reporting of fetal deaths, birth certificates, and death certificates.	1A, C 2A, D, G,I 8G 9A-C, F-H 10F 11H 13A-D	2 4 11	2 4 5 8	B2.0 C12.0	LS 11-12.6 RLST 11.12.4
9. Students will write a 500 word reflective essay on how the advances in information technology are challenging the security of patient health information, including suggestions on how to improve the protection of private healthcare data.	1A, C 2G 5C 8G, H 9H, J 11H	2 4 11	2 4 5 10	B1.0 B5.0 C12.0	LS 11-12.6 RLST 11.12.4 WS 11-12.7
10. Students will research, evaluate and debate current Health Insurance Portability and Accountability Act (HIPPA) violations,	1A-D 2D	2 4	2 4	B2.0 B5.0	LS 11-12.6 WS 11-12.6

Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
and their implications on the HIT profession.	5C 9A, B, F, H, I	11	5 8 10	C13.0	WS 11-12.7
11. Students will research and present electronically how consumer, patient, and caregiver digital health technologies are changing the HIT profession.	1A-D, F 2A, B, D 6A, C, D, I, J, K 8A, B 11B, C, D 12E, J 13D	2 4 9 11 12	2 4 5 8 9 10	C12.0 C13.0	LS 11-12.6 RLST 11-12.9 SLS 11-12.1 SLS 11-12.1b WS 11-12.6 WS 11-12.7
12. Students will read and interpret a medical patient report. Based on their interpretation, students will conduct research to determine what clinical diagnostic procedures, and coding practices are necessary for third-party billing reimbursement, and proper patient care.	1B, C 12F, I, J 14C-F	2 4 5 9 11	2 4 5 8 10	B1.0 B2.0 B5.0 C12.0 C15.0	LS 11-12.6 RLST 11-12.4 WS 11-12.7
13. Students will identify and discuss the proper methods of the Health Information Technician in the reporting of fetal deaths, appropriate mandatory reporting, and the requirements of birth and death certificates.	1A, D-F 2A, D, G, H 4E 6A, C 8A, F 9F, J 10B, C, E 13A-D	2 5 8 12	2 5 7 9	C12.0 C13.0	LS 11-12.6 SLS 11-12.1 SLS 11-12.1b SLS 11-12.1d

Standards Assessed in this Program

Career Ready Practices

1. **Apply appropriate technical skills and academic knowledge.**
2. **Communicate clearly, effectively, and with reason.**
3. **Develop an education and career plan aligned to personal goals.**
4. **Apply technology to enhance productivity.**
5. **Utilize critical thinking to make sense of problems and persevere in solving them.**
6. **Practice personal health and understand financial well-being.**
7. **Act as a responsible citizen in the workplace and the community.**
8. **Model integrity, ethical leadership, and effective management.**
9. **Work productively in teams while integrating cultural/global competence.**
10. **Demonstrate creativity and innovation.**
11. **Employ valid and reliable research strategies.**
12. **Understand the environmental, social, and economic impacts of decisions.**

Anchor Standards

2.0 Communications
- Acquire and use accurately sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats.

3.0 Career Planning and Management
- Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans.

4.0 Technology
- Use existing and emerging technology, to investigate, research, and produce products and services, including new information, as required in the sector workplace environment.

5.0 Problem Solving and Critical Thinking
- Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.

6.0 Health and Safety
- Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the sector workplace environment.

7.0 Responsibility and Flexibility
- Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the sector workplace environment and community settings.

8.0 Ethics and Legal Responsibilities

- Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.

9.0 Leadership and Teamwork
- Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution.

10.0 Technical Knowledge and Skills
- Apply essential technical knowledge and skills common to all pathways in the sector following procedures when carrying out experiments or performing technical tasks.

Pathway Standards

Health Science and Medical Technology – Patient Care
> **B1.0** Understand the basic structure, and function of the human body and relate normal function to common disorders.
> **B2.0** Recognize the integrated systems approach to health care delivery services: prevention, diagnosis, pathology, and treatment
> **B5.0** Know the definition, spelling, pronunciation, and use of appropriate terminology in the health care setting.

Health Science and Medical Technology – Healthcare Administrative Services
> **C12.0** Understand how to use health information effectively.
> **C13.0** Understand the need to communicate health / medical information accurately and within legal / regulatory bounds across the organization.
> **C15.0** Code health information and bill payers using industry standard methods of classification of diseases, current procedural terminology, and common health care procedure coding system.

Common Core State Standards

ENGLISH LANGUAGE ARTS

Language Standards
> **LS 11-12.6:** Acquire and use accurately general academic and domain-specific words and phrases, sufficient for reading, writing, speaking, and listening at the (career and college) readiness level, demonstrate independence in gathering vocabulary knowledge when considering a word or phrase important to comprehension or expression.

Reading Standards for Literacy in Science and Technical Subjects
> **RLST 11-12.4:** Determine the meaning of symbols, key terms, and other domain-specific words and phrases as they are used in a specific scientific or technical context relevant to grades 11-12 texts and topics.
> **RLST 11-12.9:** Synthesize information from a range of sources (e.g., texts, experiments, simulations) into a coherent understanding of a process, phenomenon, or concept, resolving conflicting information when possible.

Speaking and Listening Standards

    SLS 11-12.2: Integrate multiple sources of information presented in diverse formats and media (e.g., visually, quantitatively, orally) in order to make informed decisions, and solve problems, evaluating the credibility and accuracy of each source and noting any discrepancies among the data.

    SLS 11-12.1: Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners, building on others ideas and expressing their own clearly and persuasively.

    SLS 11-12.1b: Work with peers to promote civil, democratic discussions and decision-making, set clear goals and deadlines, and establish individual roles as needed.

    SLS 11-12.1d: Respond thoughtfully to diverse perspectives, synthesize comments, claims and evidence made on all sides of an issue, resolve contradictions when possible, and determine what additional information or research is required to deepen the investigation or complete the work.

Writing Standards

    WS 11-12.6: Use technology, including the Internet, to produce, publish, and update individual or shared writing products in response to ongoing feedback including new arguments and information.

    WS 11-12.7: Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem, narrow or broaden the inquiry when appropriate, synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.